

ABOUT THIS DOCUMENT

Please note that this policy summary does not contain the full terms and conditions of the contract of insurance, which can be found in your policy document. You can find your policy document at www.ers.com.

INSURER

ERS (Syndicate 218 at Lloyd's) is managed by ERS Syndicate Management Limited, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. (Registered number 204851).

LANGUAGE AND LAW APPLYING TO THE INSURANCE

This insurance is written in English and all communications about it will be in English.

Unless we have agreed otherwise with you, English law will apply to this insurance.

If you are a resident of (or, in the case of a business, the registered office or principal place of business is in) the Channel Islands or the Isle of Man at the start of the contract, the law of that area of jurisdiction will apply.

TYPE OF INSURANCE AND COVER

ERS offers Comprehensive (COMP), Third Party, Fire and Theft (TPFT) and Third Party Only (TPO) Motorcycle insurance cover.

COVER SPECIFIC FEATURES AND BENEFITS (referenced to the numbered sections contained in the insurance document)

COMPREHENSIVE - COMP

Section 1 - Liability to others, Section 2 - Loss of or damage to your motorcycle, Section 3 - Foreign use and Section 4 - Loss of keys and replacing locks.

THIRD PARTY, FIRE AND THEFT - TPFT

Section 1 - Liability to others, Section 2 - Loss of or damage to your motorcycle (except accidental or malicious damage, flood damage or vandalism) and Section 3 - Foreign use.

THIRD PARTY ONLY - TPO

Section 1 - Liability to others and Section 3 - Foreign use.

SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS (BY SECTION)

SECTION 1

The most we will pay for property damage is £20,000,000 for any one claim or claims arising out of one incident.

The most we will pay for costs and expenses arising from property damage is £5,000,000 for any one claim or claims arising out of one incident.

Where the riding other motorcycles benefit applies, the motorcycle you are riding must be insured in its own right.

Under the sub section 'Costs and expenses', the most we will pay for legal costs is £35,000 for any claim or claims arising out of one incident.

SECTION 2

You must pay an amount towards any claim that you make under section 2 of your insurance. This is called the 'excess' and more than one excess may apply to your claim.

We may use recycled or non-original parts and equipment when repairing your motorcycle.

You will not receive a refund of premium if your insurance ends due to the total loss of your motorcycle. When calculating the value of your motorcycle, we may take into account any discount on the manufacturer's recommended retail price when purchased the motorcycle.

We will not provide any cover for the loss of or damage to your motorcycle or its contents by theft or attempted theft or an unauthorised person taking and riding it if it has been left unlocked, left with the keys in or on it or reasonable precautions have not been taken to protect it.

If your motorcycle is taken without consent by a member of your immediate family or a person living in your home, we will not provide any cover for the loss of or damage to the motorcycle unless that person is convicted of theft.

SECTION 3

We will provide the cover shown on your schedule for up to 90 days per trip while you are using your motorcycle in the European Union, Andorra, Iceland, Norway, Serbia or Switzerland (including Liechtenstein). Your permanent home must be in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man and your visit to these countries must be temporary.

SECTION 4

We will pay up to £750 if the keys for your motorcycle are lost or stolen and have not been recovered. This cover only applies if the address where the motorcycle is kept would be known to any person that has your keys or lock transponder and you let the police know about the loss as soon as it is discovered.

PERIOD OF INSURANCE

The insurance offered is a 12-month contract which may be renewed each year. Renewal will be subject to the terms and conditions that apply at the time of renewal.

CANCELLATION

You may cancel the insurance at any time by informing us of your requirement to cancel the insurance. The charges that will apply are detailed in the General conditions section of the insurance document.

Your right to change your mind

As long as your vehicle has not been written off as a result of a claim under the insurance, you may cancel the insurance, without giving reason, by informing us of your requirement to cancel the insurance within 14 days of the start date. We will make a charge equal to the period of cover you have had, but this charge will be subject to a minimum amount of £25+ Insurance Premium Tax (IPT).

HOW TO CLAIM

If a claim or possible claim occurs you must report it to us as soon as possible. Call our 24-hour helpline on 0330 123 5992.

PREVENTING AND DETECTING FRAUD AND CLAIMS HISTORY

If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering.

Further details explaining how the information held by fraud prevention agencies may be used are contained in your policy document.

DISCLOSURE OF INFORMATION

You must tell us immediately about any changes to the information you have already provided. Contact your broker if you are not sure if information is relevant. If you do not tell us about relevant changes, your insurance may not cover you fully, or at all.

COMPLAINTS

We aim to provide a first class service. If you have any reason to complain about your insurance policy, or us, the complaints procedure is as follows.

The first step is to contact our dedicated complaint handling department who will review your case on behalf of our Chief Executive. The address is:

ERS Governance Affairs
PO Box 3937
Swindon SN4 4GW.
Tel: 0345 268 0279
Email: complaints@ers.com

If you are not satisfied with our response you may ask the Complaints department at Lloyd's to review your case. The address is:

Complaints, Lloyd's, One Lime Street,
London
EC3M 7HA
Tel: 020 7327 5693.
Email: complaints@lloyds.com
Tel: 020 7327 5693. Email: complaints@lloyds.com

If you are still not satisfied after contacting Lloyd's, you can refer your complaint to the Financial Ombudsman Service (FOS.) The address is:

The Financial Ombudsman Service,
Exchange Tower,
London E14 9SR
Tel: 0800 023 4567
Email: complaint.info@financial-ombudsman.org.uk

This does not affect your right to take legal action.

If you ask someone else to act on your behalf we will require your written authority to allow us to deal with them.

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

If ERS is unable to meet its liabilities under this insurance, you may be entitled to compensation from the FSCS. A claim is protected for 90% without any upper limit. For compulsory types of insurance the claim will be met in full. You can get further information about the compensation scheme arrangements from the FSCS. Information can be obtained on request, or by visiting the FSCS website at www.fscs.org.uk.

ADDITIONAL IMPORTANT INFORMATION

DRIVING LICENCE

It is your responsibility to ensure that you and any person covered by this insurance holds a driving valid licence for the motorcycle on cover.

For persons that hold provisional entitlement for motorcycles, scooters and mopeds, a Certificate of Basic Training (CBT) is also required.

A provisional licence entitlement is only valid if you hold a current CBT.

It is an offence to use your motorcycle without a valid CBT. The CBT is valid for 2 years from the date of completion and must be renewed if you wish to continue to use your motorcycle under a provisional entitlement, unless you have passed your full motorcycle test.

In accordance with the general exceptions contained in your policy document, failure to hold either a provisional licence with a valid CBT or a full motorcycle licence will invalidate the cover provided by your insurance.

GARAGING CLAUSE

If you have stated that your motorcycle will be garaged and a theft or attempted theft occurs within a 500-metre radius of the declared garaging address, we may double the compulsory excess that applies or refuse to pay your claim.

CLAIM AND CONVICTION HISTORY

Any motor incident, whether fault or non-fault, involving you or any other permitted driver, must be disclosed regardless of the type of vehicle the incident occurred in.

Any conviction or pending prosecution for a motor or non-motor offence must also be disclosed.

For motoring offences, this is regardless of the type of vehicle being driven or in use at the time of the offence.

Failure to disclose all claims, convictions, or pending prosecutions may invalidate your insurance.